

### REMARKS

This paper is responsive to the Office Action dated April 29, 2009. All rejections and objections of the Examiner are respectfully traversed. Reconsideration and further examination are respectfully requested.

The Examiner rejected the claims for obviousness under 35 U.S.C. 103, citing the combination of U.S. patent number 6,301,609 of Aravamudan ("Aravamudan") and U.S. patent application publication 2005/0125541 of Frank et al. ("Frank"). Applicants respectfully traverse this rejection.

As previously noted, the disclosure of Aravamudan includes assignable associate priorities for user-definable instant messaging buddy groups. The Aravamudan system uses the features and capabilities associated with instant messaging to locate a registered user, query the user for a proposed message disposition, and coordinate services among a plurality of communication devices, modes, and channels. A user proxy is registered to the user as a personal communication services platform in Aravamudan. The user of Aravamudan is able to define various rules for responding to received data and communications, and the rules stored within a rules database servicing the communication services platform.

Fig. 4 of Aravamudan shows a flow diagram of a method for provisioning a new user in terms of the user's client premises equipment (CPE), the Communication Services Platform (CSP), and the Instant Message (IM) server. A prospective user of Aravamudan first contacts the service provider to obtain integrated IM service. The Aravamudan user is provided with provisioning software for use with his CPE, installs the provisioning software onto his CPE device(s), and then connects and registers, via his CPE, to the provider's secure provisioning

server by entering his password. The Aravamudan provisioning server registers the address of the user's instant message server and provisions the client CPE software with a unique identification (ID). The Aravamudan provisioning server additionally conveys a copy of the user address and password to the Communication Services Platform (CSP), which creates personal and administrative databases for the new user. The CSP of Aravamudan also conveys the unique ID to the IM server, creating a new IM account for the user. The IM server of Aravamudan creates an initial buddy group for the user, which includes the user's CPE and CSP identity, in accordance with step 216. See Aravamudan, column 6, lines 32-63.

Aravamudan further discloses that the client software installed on the accessing CPE device detects network connectivity, that the client CPE software generates a message indicating the user's online status and current user address, and conveys the message to the Instant Message (IM) server, indicating the user's online presence and address. Specifically, if the CPE device that a user is utilizing is a packet device, then the packet address to which the CPE device is attached is provided. Alternatively, if the CPE device is one which accesses a PSTN network, then the PSTN exchange number is provided. The IM server of Aravamudan then notifies the CSP of the user's online presence and address, and also notifies selected buddies to the user of the user's presence online. The Aravamudan CSP updates the CSP database to indicate that the user is online, which CPE device the user is utilizing to access the network, and the address to which the CPE device is attached. See column 7, lines 1-20.

Upon receiving notification of the user's presence online, the Aravamudan CSP checks for pending events, including any outstanding data, communication, or notification received and held in abeyance during that time period for which the user had been off-line or inactive. Examples of pending events given in Aravamudan include e-mail messages, voice mail

messages, a log of attempted call connections while off-line, status of selected buddies as identified by the user, delivery of webpages or other packetized information either specifically requested by the user or returned as a result of predefined keyword search parameters, or communications with a proxy of the user. See column 7, lines 21-32.

Frank discloses a system that includes a user interface configured to enable a user to interact with a person using one of at least two of voice conversation, voice-video conversation, graphic text-based conversation, fax, and electronic mail. The user interactions described in Frank include: 1) creating a rule to cause the computer device to automatically perform an action based on a request to converse with the user, 2) viewing an automatically generated listing of a set of persons, the listing including a name, presence information, and communication modes available for the user to communicate with the person from the set of persons, 3) selecting the person from the set of persons, 4) selecting a communication mode from the communication modes available to communicate with the person, and retrieving information about a person using an identifying characteristic of the person, where the identifying characteristic is selected by the user from a display, and 5) communicating with the person.

Frank teaches viewing an automatically generated listing of a set of persons, the listing including a name, presence information, and communication modes available for the user to communicate with the person from the set of persons. Frank further discloses selecting the person from the set of persons, selecting a communication mode from the communication modes available to communicate with the person, and retrieving information about a person using an identifying characteristic of the person, the identifying characteristic being selected by the user from a display, and communicating with the person. See paragraphs [0016] and [0017]. Frank additionally discloses enabling the first person to select an identifying characteristic of the second

person by highlighting the identifying characteristic. The identifying characteristic of the second person is described as including a name of the second person, a telephone number of the second person, and an image of the second person. See paragraph [0019].

Frank discloses that when a requesting user sends a request for a conversation to a receiving user, the computer can use the identity of the requesting user to search different contact and address lists in a database and display as much information about the incoming call and requesting user as the computer is able to retrieve from the contact and address lists in the database, including the organization, title, and/or photo of the requesting user for the incoming call. See paragraph [0042].

Frank further discloses in paragraph [0051] that when a user selects a particular contact from a list, buttons representing communication modes that are available for communication with that contact are activated, while buttons representing communication modes that are not available for communication with that contact selected are deactivated. In paragraph [0054] Frank teaches that once a user has identified a person to communicate with, that user can choose a mode of communication in through an area user interface, for example by clicking on a button for voice conversation mode of personal communication using VoIP software.

Nowhere in the combination of Aravamudan and Frank is there disclosed or suggested any method or system of providing a local computer system user with detail information about at least one remote computer system user, comprising:

- obtaining, by an awareness client application process executing on a local computer system from an associated awareness server application process executing on a server computer system, an online status of said remote computer system user;
- presenting, to said local computer system user by said awareness client application process in a display of said local computer system, an awareness object associated with said remote computer system user, wherein said awareness object includes an indication

of said remote computer system user, wherein said awareness object further includes a visual indication of said online status of said remote computer system user;

***obtaining, by said awareness client application process on said local computer system, responsive to said presenting said awareness object associated with said remote computer system user, detail information regarding said remote user for display to said local computer system user, wherein said detail information is obtained from a detail information database server process separate from said awareness server application process, and wherein said detail information regarding said remote user includes a visual image associated with said remote computer system user, a contact phone number, at least one job role, at least one direct report, and at least one area of expertise of said remote computer system user;***

detecting a selection of said awareness object associated with said remote computer user by said local computer system user; and

***presenting, to said local computer system user by said awareness client application process responsive to said detecting said selection of said awareness object associated with said remote computer user by said local computer system user, said detail information regarding said remote computer system user in said display of said local computer system, wherein said presenting includes allowing initiation of an internet protocol phone call by selection of said contact phone number by said local computer system user.*** (emphasis added)

as for example in the present independent claim 1. The combined teachings of Aravamudan and Frank describe a system in which notification of a local user's presence online causes a CSP to check for pending events held in abeyance during the time period for which the local user had been off-line or inactive, and then to deliver any such detected pending events to the local user in an instant message (as in Aravamudan), and that provides a user interface screen in which displays identifying characteristics of persons selectable from a list to initiate communication, including a name of the second person, a telephone number of the second person, and an image of the second person, and that displays organization, title, and/or photo of a requesting user for an incoming call (as in Frank). Nothing in the combined references includes any hint or suggestion of even the desirability of displaying detail information regarding a remote user to a local user beyond the pending online status information provided when the local user becomes present by Aravamudan and the identifying characteristic of the second person (e.g. name of the second

person, telephone number of the second person, and image of the second person) described in Frank. While Frank further additionally discloses that organization and title of a user may be displayed to a user receiving an incoming call, such that the display of this information in Frank is only with regard to *an initiating user of the incoming call*, and generated *in response to the initiating user requesting the call to the receiving user*. In contrast, the features of the independent claims include obtaining and presenting detail information regarding a remote user including *at least one direct report, and at least one area of expertise of the remote computer system user*, where the presenting is *responsive to detecting selection of said awareness object associated with said remote computer user by said local computer system user*, and wherein said awareness object further includes a visual indication of said online status of said remote computer system user, as in the present independent claim 1.

With regard to the present independent claim 27, from the above it should also be evident that the combination of Aravamudan and Frank also does not disclose or suggest a computer program product having program code for obtaining and presenting detail information regarding a remote user including *at least one direct report, and at least one area of expertise of the remote computer system user*, where the presenting is *responsive to detecting selection of said awareness object associated with said remote computer user by said local computer system user*, and wherein said awareness object further includes a visual indication of said online status of said remote computer system user, as in the present independent claim 27.

It should also be apparent that the combination of Aravamudan and Frank also does not disclose or suggest a system having program code for obtaining and presenting detail information regarding a remote user including *at least one direct report, and at least one area of expertise of the remote computer system user*, where the presenting is *responsive to detecting selection of*

*said awareness object associated with said remote computer user by said local computer system user, and wherein said awareness object further includes a visual indication of said online status of said remote computer system user, as in the present independent claim 35.*

For the above reasons, Applicants respectfully urge that the combined references cited by the Examiner do not disclose or suggest all the features of the present independent claims. The combination of Aravamudan, Yoakum and Bushnell therefore fails to support a *prima facie* case of obviousness under 35 U.S.C. 103 with regard to the present independent claims. As to the remaining dependent claims, they each depend from claims 1, 27 and 35, and are respectfully believed to be patentable over the combination of Aravamudan and Frank for at least the same reasons.

Reconsideration of all pending claims is respectfully requested.

Applicants have made a diligent effort to place the claims in condition for allowance. However, should there remain unresolved issues that require adverse action, it is respectfully requested that the Examiner telephone Applicants' Attorney at the number listed below so that such issues may be resolved as expeditiously as possible.

For these reasons, this application is now considered to be in condition for allowance and such action is earnestly solicited.

Respectfully Submitted,

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Date

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